

## HOW TO EFFECTIVELY USE YOUR GAP PLAN WITH AMWINS GROUP BENEFITS

**Policy Holder:**

**Effective Date:**

### How does it work?

Your GAP program uses Amwins Group Benefits as a third-party administrator.

1. You will be issued a GAP ID card.
2. Make sure you present your GAP card along with your major medical insurance card when you receive services at your medical provider's office.
3. Your provider will file a claim directly.
4. In the event your provider fails to file a claim and you receive a bill, you can submit the claim using the Web TPA member portal.



### How to File a Claim

When handing over your insurance ID card is not enough to guarantee direct billing by your service provider, it's important to know how to submit a claim. To file a claim, follow the simple steps listed below.

#### *What is needed to process a claim?*

**Step 1.** You will need to provide few pieces of information.

#### **\*FSL Cover Sheet for Supplemental Medical Benefits**

(this can be found in the Resources section of the Web TPA member portal.)

**Medical EOB** (Explanation of Benefits) by your major medical carrier and the following:

- **Medical Claim** (referred to as a HCFA or UB92 form) or a **Superbill** (also known as an **itemized bill**) as long as the medical codes are included.

#### *Where do I submit my claim?*

**Step 2. Mailing Address:** WebTPA

PO Box 99906  
Grapevine, TX 76099-9706

**Member Portal:** [www.webtpa.com](http://www.webtpa.com)

**Customer Service:** 1.925.278.5601

**Email:** [helpme@webtpa.com](mailto:helpme@webtpa.com)

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GROUP BENEFITS, LLC

[www.webtpa.com](http://www.webtpa.com)

## Online Member Portal & App

Amwins Group Benefits is the administrator for your FSL GAP Plan.

To access any information related to your benefits you can create an account for your **Online Member Portal**.

1. Go to [www.webtpa.com](http://www.webtpa.com)
2. Click Member Log In
3. Click Register Now. Read the License Agreement and click Agree.
4. Enter your date of birth, zip code, and member ID
5. Create a username and password
6. Confirm your information and enjoy your secure online account



Access the  
Web TPA online  
member portal

## ONLINE INFORMATION

Access a wide variety of information about your health plan and benefits.

- ✓ View claim status and history
- ✓ Download Explanation of Benefits
- ✓ Go paperless
- ✓ Communicate with Customer Service
- ✓ Submit a new claim via email at [helpme@webtpa.com](mailto:helpme@webtpa.com)

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